

Single Reporting Tool																		
Date	Ref. #	Entry #	Region	POE District or Office Affected	POE	Other	Officer	on	behalf	Phone # List	Welfare	Hazardous Materials	Diseases	Medical	CBSA	Details / Updates	Continuity Plan	Event Description
20/06/2017 08:07	S1005622	1	Southern Ontario	Niagara District	Rainbow Bridge		MPC125	no		905-354-6754	no	no	no	no	no		No	Flagpole Pilot Project Rainbow Bridge received a wave of clients "Flagpoling" at midnight. Currently 14 work permits, 8 landings and 6 refugee claims in que .
20/06/2017 10:40	S1005626	1	Southern Ontario	Niagara District	Rainbow Bridge		MAP712	no		905-354-1440	no	no	no	no	no	<p>**MAP712 20/06/2017 10:55** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The facilitative workload presently consists of 14 requests for work permits and 6 landings. All of these cases are "flagpole" matters. Primary business includes 6 refugee claimants who are having their eligibility determined. The cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters while continuing to process the facilitation stream. The immigration wait time is not impacting the other areas of the operation at this time, but traffic volumes on the bridge are increasing. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. Clients are being differed from processing facilitative documents at this time. New cases that arrive will also be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Traffic volumes are increasing and focus will be directed to our primary mandate of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for flagpole cases. **TPF120 21/06/2017 02:46** The wait time for service at the immigration secondary area at the Rainbow Bridge is now below 2 hours as of 2300 hrs. All Six claimants fall under an exception to the Safe Third Country Agreement and have been found eligible to have their claims referred to the Refugee Protection Division. This end the SRT</p>	No	Immigration wait time has exceeded 2 hours.
21/06/2017 16:52	S1005675	1	Southern Ontario	Niagara District	Rainbow Bridge		MAP712	no		905-354-1440	no	no	no	no	no	<p>**MAP712 21/06/2017 16:53** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The facilitative workload presently consists of 13 requests for work permits. All of these cases are "flagpole" matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. The immigration wait time is beginning to impact the staffing other areas of the operation at this time, as traffic volumes on the bridge are requiring the maintaining of additional PIL lines. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Traffic volumes are increasing and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **SCF700 21/06/2017 20:41** The Immigration wait time is now under 2 hours, however our immigration resources are being utilized to process two separate refugee claims. Two Immigration BSOs are continuing to process the clients who are still in queue however we are still deferring new cases of flagpoles because our recourses are being allocated to the refugee claims as well as processing the current queue of clients. Focus is still being directed to our primary mandate of primary and secondary processing.</p>	No	Immigration Wait Time Has Exceeded 2 Hours
22/06/2017 18:07	S1005701	1	Southern Ontario	Niagara District	Rainbow Bridge		NXL230	no		905-354-6754	no	no	no	no	no	<p>**NXL230 22/06/2017 18:12** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 11 requests for work permits, 15 landings, 1 TRP. With the exception of the TRP, the remainder of these cases are facilitative "flagpole" matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. The immigration wait time is beginning to impact the staffing other areas of the operation at this time, as traffic volumes on the bridge are requiring the maintaining of additional PIL lines and Bus operations. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Traffic volumes are increasing and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **NXL230 22/06/2017 23:35** The wait time for service at the immigration secondary area at the Rainbow Bridge is now below 2 hours as of 2330hrs. This concludes this SRT</p>	No	Immigration Wait Time has exceeded 2 hours

27/06/2017 10:25	S1005797	1	Southern Ontario	Niagara District	Rainbow Bridge		BJR000	no		905-354-6754	no	no	no	no	no	<p>**BJR000 27/06/2017 10:26** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 7 refugee claimants, 32 requests for work permits, and 21 landings. With the exception of the refugee claimants, all other matters are of a [flagpole] nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Traffic volumes are increasing and focus will be directed to our primary mandates of primary and secondary processing. PIL processing is the priority and are currently experiencing a 30 minute delay. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **TPF120 27/06/2017 18:15** We are currently servicing clients that arrived at 8:23 am this morning. The workload presently consists of 9 refugee claimants, 15 requests for work permits, 9 landings, and 1 name hit. With the exception of the refugee claimants, the majority of all matters are of a [flagpole] nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Traffic volumes are increasing and focus will be directed to our primary mandates of primary and secondary processing. PIL processing is the priority and are currently experiencing a 20 minute delay. **BJR000 27/06/2017 20:52** The immigration wait is now under 2 hours. This concludes this SRT.</p>	No	Immigration Counter Wait Time
28/06/2017 10:24	S1005815	1	Southern Ontario	Niagara District	Rainbow Bridge		BJR000	no		905-354-6754	no	no	no	no	no	<p>**BJR000 28/06/2017 10:24** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 7 Refugees at the MD stage, 22 requests for work permits, 23 landings, 1 Visitor. With the exception of the refugees, the remainder of these cases are facilitative "flagpole" matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. We are currently maintaining a zero border wait time, and PIL is the priority. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **BJR000 28/06/2017 12:25** After an assessment of the workload faced by immigration secondary, a reduction in the number of cases to enable a reasonable processing time was implemented. The wait time at immigration secondary still exceeds two hours, however the work load consists of 7 refugees in the MD review, 6 work permits, and 10 landings. With the exception of the refugee processing all are of a flag pole nature. Clients have been counselled to apply through online through IRCC for facilitative documentation. Primary processing is operational priority, and we are currently experiencing a 20 minute border wait time. This SRT will be updated once the immigration wait is under two hours. **BJR000 28/06/2017 20:36** The immigration wait time is now under two hours. Immigration has processed a significant amount of work that was normal port of entry business. This has included 2 section 44 reports, the MD review of 7 claimants from the previous day, and two new claimants. Regular immigration business was placed as the priority at secondary, which elongated the wait time for flag poling matters throughout the day. Persons presenting themselves for non-flag poling matters were regularly processed within service standards. This completes the SRT.</p>	No	Immigration Wait Time
29/06/2017 08:20	S1005832	1	Southern Ontario	Niagara District	Rainbow Bridge		MJB003	no		905-354-6754	no	no	no	no	no	<p>**MJB003 29/06/2017 08:26** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 22 requests for work permits, 23 landings. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. We are currently maintaining a zero border wait time, and PIL is the priority. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **MJB003 29/06/2017 10:25** The immigration wait time is now under two hours. Immigration has processed a significant amount of work that was normal port of entry business. Regular immigration business was placed as the priority at secondary, which elongated the wait time for flag poling matters throughout the day. Persons presenting themselves for non-flag poling matters were regularly processed within service standards. This completes the SRT.</p>	No	Immigration wait times

29/06/2017 11:01	S1005835	1	Southern Ontario	Niagara District	Rainbow Bridge		JAD001	no		905-354-6754	no	no	no	no	no	<p>**JAD001 29/06/2017 11:14** The wait time for service at the Rainbow Bridge's immigration secondary has again exceeded two hours. The workload consists of 13 flagpole cases and is intersticed by regular line of business activity being referred from the primary inspection line (name hits, background checks and other admissibility examinations). Immigration cases are being dealt with using a risk-based approach. Existing cases are being processed but new flag-pole cases will be deferred or allowed to proceed on their existing status (where applicable). Clients are being counselled to apply online through IRCC for processing of facilitative documentation. We are currently experiencing a building border wait time and are allocating resources to manage that element of the operation. **LXH205 29/06/2017 22:43** The wait time for service at the Rainbow Bridge's immigration secondary is currently under two hours. This concludes the SEN.</p>	No	Immigration Wait Time >= 2 Hours - Rainbow Bridge - Flagpole Mitigation Occurring
04/07/2017 09:30	S1005948	1	Southern Ontario	Niagara District	Rainbow Bridge		NXL230	no		905-354-6754	no	no	no	no	no	<p>**NXL230 04/07/2017 09:35** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 17 requests for work permits, 10 landings and one name hit. With the exception of the name hit, the remainder of these cases are facilitative "flagpole" matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. The immigration wait time is beginning to impact the staffing in other areas of the operation at this time, as anticipated traffic volumes on the bridge will require the maintaining of additional PIL lines and Bus operations. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Traffic volumes are increasing and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases.</p>	No	Immigration wait times exceeded two hours
05/07/2017 10:40	S1005977	1	Southern Ontario	Niagara District	Rainbow Bridge		NXL230	no		905-354-6754	no	no	no	no	no	<p>**NXL230 05/07/2017 10:43** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 14 requests for work permits, 7 landings and three name hits. With the exception of the name hits, the remainder of these cases are facilitative "flagpole" matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. The immigration wait time is beginning to impact the staffing in other areas of the operation at this time, as anticipated traffic volumes on the bridge will require the maintaining of additional PIL lines, pedestrian walkway and Bus operations. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Traffic volumes are increasing and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **MJ8003 06/07/2017 02:16** The wait times at Immigration is now under 2 hours. currently there are 2 officers processing cases. There are 3 facilitative flagpole cases and 2 cases that do not have a Canadian visitor visa. This SRT is now closed</p>	No	Immigration wait times exceeded two hours
06/07/2017 10:20	S1006002	1	Southern Ontario	Niagara District	Rainbow Bridge		SCF700	no		905-354-6754	no	no	no	no	no	<p>**SCF700 06/07/2017 10:23** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 2 refugee claimants, 29 requests for work permits, 2 study permits and 5 landings. With the exception of the refugee claimants, all other matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **MJ8003 07/07/2017 03:24** There is no longer a wait at the immigration counter. This concludes this SRT</p>	No	Immigration Wait Time > 2 Hours - Rainbow Bridge
11/07/2017 08:26	S1006112	1	Southern Ontario	Niagara District	Rainbow Bridge		MAP712	no		905-354-1440	no	no	no	no	no	<p>**MAP712 11/07/2017 08:30** The wait time for service at the Rainbow Bridge's Immigration secondary has again exceeded two hours. The workload consists of 26 flagpole cases and is combined by regular line of business activity being referred from the primary inspection line (name hits, background checks and other admissibility examinations). Immigration cases are being dealt with using a risk-based approach. Existing cases are being processed but new flagpole cases will be deferred or allowed to proceed on their existing status (where applicable). Clients are being counselled to apply online through IRCC for processing of facilitative documentation. A Superintendent is stationed at the counter and actively monitoring the Immigration Counter and speaking to clients. This SRT will be updated when the wait time is below two hours. **MAP712 11/07/2017 16:37** The Immigration wait time for service is now below two hours. This concludes the SRT.</p>	No	Immigration Wait Time - Rainbow Bridge - Flagpole Mitigation Occurring

12/07/2017 10:26	S1006134	1	Southern Ontario	Niagara District	Rainbow Bridge		SCF700	no		905-354-6754	no	no	no	no	no	**SCF700 12/07/2017 10:28** The wait time for service at the Rainbow Bridge Immigration secondary has again exceeded two hours. The workload consists of 25 flagpole cases and is combined by regular line of business activity being referred from the primary inspection line (name hits, background checks and other admissibility examinations). Immigration cases are being dealt with using a risk-based approach. Existing cases are being processed but new flagpole cases will be deferred or allowed to proceed on their existing status (where applicable). Clients are being counselled to apply online through IRCC for processing of facilitative documentation. A Superintendent is stationed at the counter and actively monitoring the Immigration Counter and speaking to clients. This SRT will be updated when the wait time is below two hours. **TPF120 12/07/2017 23:30** The Immigration wait time at Rainbow Bridge is now under 2 hours. This concludes this SRT	No	Immigration Wait Time - Rainbow Bridge - Flagpole Mitigation Occurring
13/07/2017 08:26	S1006158	1	Southern Ontario	Niagara District	Rainbow Bridge		SCF700	no		905-354-6754	no	no	no	no	no	**SCF700 13/07/2017 08:28** The wait time for service at the Rainbow Bridge Immigration secondary has again exceeded two hours. The workload consists of 23 flagpole cases (18 work permits and 5 landings) and is combined by regular line of business activity being referred from the primary inspection line (name hits, background checks and other admissibility examinations). Immigration cases are being dealt with using a risk-based approach. Existing cases are being processed but new flagpole cases will be deferred or allowed to proceed on their existing status (where applicable). Clients are being counselled to apply online through IRCC for processing of facilitative documentation. A Superintendent is stationed at the counter and actively monitoring the Immigration Counter and speaking to clients. This SRT will be updated when the wait time is below two hours. **TPF120 13/07/2017 18:33** The Immigration wait time at the Rainbow Bridge is now under 2 hrs. This concludes the SRT	No	Immigration Wait Time - Rainbow Bridge - Flagpole Mitigation Occurring
18/07/2017 09:12	S1006286	1	Southern Ontario	Niagara District	Rainbow Bridge		LXH205	no		905-354-6754	no	no	no	no	no	**LXH205 18/07/2017 09:13** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 16 requests for work permits, 6 landings and one name hit. In addition, one refugee case is being processed. With the exception of the name hits, the remainder of these cases are facilitative "flagpole" matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. The immigration wait time is beginning to impact the staffing in other areas of the operation at this time, as anticipated traffic volumes on the bridge will require the maintaining of additional PIL lines, pedestrian walkway and Bus operations. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Traffic volumes are increasing and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **SCF700 18/07/2017 22:54** The wait time at the immigration counter is less than 2 hrs. SRT closed.	No	Immigration wait times exceeded two hours
18/07/2017 17:44	S1006297	1	Southern Ontario	Niagara District	Rainbow Bridge		JAD001	no		905-354-6754	no	no	no	no	no	**JAD001 18/07/2017 17:56** At 1745hrs a national made a claim for refugee protection at the Rainbow Bridge	No	National Claimant at Rainbow Bridge
19/07/2017 08:15	S1006305	1	Southern Ontario	Niagara District	Rainbow Bridge		JAD001	no		905-354-6754	no	no	no	no	no	**JAD001 19/07/2017 08:24** The wait time for service in immigration secondary at the Rainbow Bridge POE has exceeded two hours. This wait is due exclusively to facilitative flagpole cases who were waiting on the bridge deck. Port management has become aware that all individuals who are currently being processed had been waiting on the bridge deck since 5am (arriving at PIL at 7:45am). The earliest arrivals to queue up on the bridge deck arrived at 3:10am. It is not anticipated that flagpole cases will be accepted in the immediate future at this location - individuals are being counselled to apply for service through IRCC. Standard resources are being dedicated to immigration processing in order to maintain a balanced operation. One refugee claimant (from yesterday) is still being processed. **JAD001 19/07/2017 18:32** The wait time at the Rainbow Bridge port of entry for immigration service is below 2 hours. Due to the number of existing cases in the queue, flagpole mitigation efforts will continue and persons seeking service after flag poling will be advised to seek service through IRCC either online or by making an appointment wherever possible. This SEN is closed.	No	Flagpole Pilot Project - Immigration Secondary Mitigation - Wait Time >2 Hours

20/07/2017 08:01	S1006334	1	Southern Ontario	Niagara District	Rainbow Bridge		DAW706	no		905-354-6754	no	no	no	no	no	**DAW706 20/07/2017 08:09** The wait time for service in immigration secondary at the Rainbow Bridge POE has exceeded two hours. This wait is due exclusively to facilitative flagpole cases who were waiting on the bridge deck. Port management has become aware that all individuals who are currently being processed had been waiting on the bridge deck since 2:10am (arriving at PIL at 7:45am). The earliest arrivals to queue up on the bridge deck arrived at 2:00am. It is not anticipated that flagpole cases will be accepted in the immediate future at this location - individuals are being counselled to apply for service through IRCC. Standard resources are being dedicated to immigration processing in order to maintain a balanced operation **TPF120 20/07/2017 20:02** The current Immigration wait time is now under 2 hours. This concludes this SRT	No	Flagpole Pilot Project - Immigration Secondary Mitigation - Wait Time >2 Hours
25/07/2017 08:22	S1006437	1	Southern Ontario	Niagara District	Rainbow Bridge		DAW706	no		905-354-6754	no	no	no	no	no	**DAW706 25/07/2017 08:25** The wait time for service in immigration secondary at the Rainbow Bridge POE has exceeded two hours. This wait is due exclusively to facilitative flagpole cases who were waiting on the bridge deck. It is not anticipated that flagpole cases will be accepted in the immediate future at this location - individuals are being counselled to apply for service through IRCC. Standard resources are being dedicated to immigration processing in order to maintain a balanced operation	No	Flagpole Pilot Project - Immigration Secondary Mitigation - Wait Time >2 Hours
26/07/2017 08:05	S1006465	1	Southern Ontario	Niagara District	Rainbow Bridge		DAW706	no		905-354-6754	no	no	no	no	no	**DAW706 26/07/2017 08:07** The wait time for service in immigration secondary at the Rainbow Bridge POE has exceeded two hours. This wait is due exclusively to facilitative flagpole cases who were waiting on the bridge deck. It is not anticipated that flagpole cases will be accepted in the immediate future at this location - individuals are being counselled to apply for service through IRCC. Standard resources are being dedicated to immigration processing in order to maintain a balanced operation	No	Flagpole Pilot Project - Immigration Secondary Mitigation - Wait Time >2 Hours
27/07/2017 08:32	S1006486	1	Southern Ontario	Niagara District	Rainbow Bridge		NXL230	no		905-354-6754	no	no	no	no	no	**NXL230 27/07/2017 08:42** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 9 requests for work permits, 10 landings and two name hits. With the exception of the name hits, the remainder of these cases are facilitative "flagpole" matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. The immigration wait time is beginning to impact the staffing in other areas of the operation at this time, as anticipated traffic volumes on the bridge will require the maintaining of additional PIL lines, pedestrian walkway and Bus operations. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Traffic volumes are increasing and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases.	No	Immigration wait times exceeded two hours
01/08/2017 11:56	S1006607	1	Southern Ontario	Niagara District	Rainbow Bridge		SCF700	no		905-354-6754	no	no	no	no	no	**SCF700 01/08/2017 12:02** The wait time for service at the Rainbow Bridge Immigration secondary has exceeded two hours. The workload consists of 14 flagpole cases (2 work permits and 12 landings) and is combined by regular line of business activity being referred from the primary inspection line (name hits, background checks and other admissibility examinations). We also have one ongoing refugee case being processed by the examining officer. Immigration cases are being dealt with using a risk-based approach. Existing cases are being processed but new flagpole cases will be deferred or allowed to proceed on their existing status (where applicable). Clients are being counselled to apply online through IRCC for processing of facilitative documentation. A Superintendent is stationed at the counter and actively monitoring the Immigration Counter and speaking to clients. Traffic on the bridge is building as well as traffic on the pedestrian walk. This SRT will be updated when the wait time is below two hours. **SCF700 01/08/2017 19:42** The immigration wait time is now under 2 hours. SRT closed.	No	Immigration Wait Time - Rainbow Bridge - Flagpole Mitigation Occurring
02/08/2017 13:27	S1006635	1	Southern Ontario	Niagara District	Rainbow Bridge		NXL230	no		905-354-6754	no	no	no	no	no	**NXL230 02/08/2017 13:30** The wait time for service at the Rainbow Bridge Immigration secondary has exceeded two hours. The workload consists of 8 flagpole cases (6 work permits and 2 landings) and is combined by regular line of business activity being referred from the primary inspection line totalling 15 (name hits, background checks and other admissibility examinations). We also have two ongoing refugee case being processed by the examining officers. Immigration cases are being dealt with using a risk-based approach. Existing cases are being processed but new flagpole cases will be deferred or allowed to proceed on their existing status (where applicable). Clients are being counselled to apply online through IRCC for processing of facilitative documentation. A Superintendent is stationed at the counter and actively monitoring the Immigration Counter and speaking to clients. Traffic on the bridge is building as well as traffic on the pedestrian walk. This SRT will be updated when the wait time is below two hours.	No	Immigration Wait Time - Rainbow Bridge - Flagpole Mitigation Occurring

08/08/2017 09:56	S1006769	1	Southern Ontario	Niagara District	Rainbow Bridge		NXL230	no		905-354-6754	no	no	no	no	no	**NXL230 08/08/2017 10:03** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 5 requests for work permits, 6 study permits, 10 landings and three name hits. With the exception of the name hits, the remainder of these cases are facilitative "flagpole" matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. The Immigration wait time is beginning to impact the staffing in other areas of the operation at this time, as traffic volume on the bridge is requiring additional PIL lines, pedestrian walkway and Bus operations has been higher than normal. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Traffic volumes are increasing and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **TPF120 08/08/2017 16:31** The current Immigration wait time is now under 2 hrs. This concludes this SRT	No	Immigration wait times exceeded two hours
10/08/2017 11:48	S1006818	1	Southern Ontario	Niagara District	Rainbow Bridge		JAD001	no		905-354-6754	no	no	no	no	no	**JAD001 10/08/2017 12:01** The wait for service at the immigration secondary area at the Rainbow Bridge is presently above two hours. The wait is due exclusively to "flagpole" cases from this morning (seeking permanent residency or work permits), 7 refugee claimants, and an ongoing arrest for an outstanding Immigration warrant. The wait time is being mitigating by enacting SOP's in place for immigration peak-period mitigation (i.e. allowing individuals into Canada on existing status or allowing entry for further examination). Existing and new non-flagpole cases are being risk-managed to allow a focus on security related cases.	No	Immigration Secondary Wait >2 hours at Rainbow Bridge
15/08/2017 08:54	S1006922	1	Southern Ontario	Niagara District	Rainbow Bridge		BJR000	no		905-354-6754	no	no	no	no	no	**BJR000 15/08/2017 08:58** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 2 requests for work permits, and 21 landings. All of these cases are facilitative "flagpole" matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters when presented, while continuing to process the facilitation stream. There is currently limited traffic on the bridge, however this is anticipated to pick up later in the day. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes increase the focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **BJR000 15/08/2017 12:19** Immigration wait time is now under 2 hours. Flagpoles will again be accepted for processing.	No	Immigration Wait Time Exceeding 2 hours.
16/08/2017 10:20	S1006952	1	Southern Ontario	Niagara District	Rainbow Bridge		HVM000	no		905-354-6754	no	no	no	no	no	**HVM000 16/08/2017 10:27** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 8 requests for work permits/landings and 1 name hit. All but 1 of these cases are facilitative "flagpole" matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters when presented, while continuing to process the facilitation stream. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. **LXH205 16/08/2017 23:31** The current wait time at the Immigration counter is now below 2 hours. This concludes the SRT.	No	Immigration wait time has exceeded 2 hours. Currently 8 cases in queue with immigration staffing levels at a minimum, given traffic volumes and multiple refugee cases ongoing. Updates to follow.
22/08/2017 09:14	S1007097	1	Southern Ontario	Niagara District	Rainbow Bridge		DAW706	no		905-354-6754	no	no	no	no	no	**DAW706 22/08/2017 09:17** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists 21 requests for work permits, 2 study permits and 5 landings.ther matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases **LXH205 23/08/2017 01:39** The wait time at the Immigration counter is below 2 hours. This concludes the SRT.	No	Immigration Wait Time > 2 Hours - Rainbow Bridge

23/08/2017 08:30	S1007136	1	Southern Ontario	Niagara District	Rainbow Bridge		HVM000	no		905-354-6754	no	no	no	no	no	**HVM000 23/08/2017 08:31** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 13 requests for work permits, and 16 landings and 3 study permits. All of these cases are facilitative "flagpole" matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters when presented, while continuing to process the facilitation stream. There is currently limited traffic on the bridge, however this is anticipated to pick up later in the day. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. **SCF700 23/08/2017 23:18** The wait time for service at the Immigration counter is now less than two hours. SRT closed.	No	Immigration wait times exceed two hours
24/08/2017 10:23	S1007164	1	Southern Ontario	Niagara District	Rainbow Bridge		HVM000	no		905-354-6754	no	no	no	no	no	**HVM000 24/08/2017 10:25** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 10 requests for work permits, and 3 landings and 2 visitor records. All of these cases are facilitative "flagpole" matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters when presented, while continuing to process the facilitation stream. There is currently limited traffic on the bridge, however this is anticipated to pick up later in the day. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. **SCF700 24/08/2017 21:26** The wait time for service at the Immigration Counter is now below 2 hours. SRT is closed.	No	Immigration wait time has exceeded two hours
29/08/2017 08:07	S1007277	1	Southern Ontario	Niagara District	Rainbow Bridge		BJR000	no		905-354-6754	no	no	no	no	no	**BJR000 29/08/2017 08:09** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 15 requests for work permits, 7 landings, 1 Study Permit, and 2 Visitor Records. All of the cases are facilitative "flagpole" matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **BJR000 29/08/2017 13:18** The current wait time is now under 2 hours. We will resume in the processing of flag poling matters at this time. Please consider this SRT now closed.	No	Immigration Wait Time
29/08/2017 16:07	S1007292	1	Southern Ontario	Niagara District	Rainbow Bridge		SCF700	no		905-354-6754	no	no	no	no	no	**SCF700 29/08/2017 16:11** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 8 requests for work permits, 3 landings and 3 Study Permits. All of the cases are facilitative "flagpole" matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases.	No	Immigration Wait Time has exceeded 2 hours
31/08/2017 08:18	S1007315	1	Southern Ontario	Niagara District	Rainbow Bridge		NXL230	no		905-354-6754	no	no	no	no	no	**NXL230 31/08/2017 08:20** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 6 requests for work permits, 15 landings and 1 Study Permit. All of the cases are facilitative "flagpole" matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases.	No	Immigration Wait Time has exceeded 2 hours

05/09/2017 08:18	S1007408	1	Southern Ontario	Niagara District	Rainbow Bridge		HVM000	no		905-354-6754	no	no	no	no	no	<p>**HVM000 05/09/2017 08:21** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 10 requests for work permits, 6 landings and 5 Study Permits. All of the cases are facilitative "flagpole" matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases.</p> <p>**SCF700 05/09/2017 21:37** The wait time is less than two hours. SRT closed</p>	No	Immigration wait time exceeds 2 hours
06/09/2017 08:19	S1007431	1	Southern Ontario	Niagara District	Rainbow Bridge		NXL230	no		905-354-6754	no	no	no	no	no	<p>**NXL230 06/09/2017 08:26** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 12 requests for landing, 4 work permit requests, 2 study permit requests and two name hits. With the exception of the name hits, the remainder of these cases are facilitative "flagpole" matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Traffic volumes are increasing and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases.</p> <p>**BJR000 06/09/2017 10:01** The immigration wait time is now under 2 hours. We will now begin to accept flagpole applications within our operational capacity. Please consider this SRT now closed.</p>	No	Immigration wait times exceeded two hours
06/09/2017 17:01	S1007444	1	Southern Ontario	Niagara District	Rainbow Bridge		BJR000	no		905-354-6754	no	no	no	no	no	<p>**BJR000 06/09/2017 17:05** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 6 requests for landing, 7 work permit requests, 2 study permit requests, 3 refugee claimants, and 1 other matter. The majority of these matters are facilitative "flagpole" matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Traffic volumes are increasing and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases.</p> <p>**SCF700 06/09/2017 22:46** The wait time at the Immigration counter is less than 2 hours. SRT closed.</p>	No	Immigration Wait Time
07/09/2017 08:34	S1007450	1	Southern Ontario	Niagara District	Rainbow Bridge		DXW156	no		905-354-6754	no	no	no	no	no	<p>**DXW156 07/09/2017 08:43** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 6 requests for landing and 7 work permit requests. All of these matters are facilitative "flagpole" matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Traffic volumes are increasing and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases.</p> <p>**DXW156 07/09/2017 14:03** The wait time at the Immigration counter is now below 2 hours and we have resumed processing of flag pole clients.</p>	No	The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours.
12/09/2017 08:13	S1007541	1	Southern Ontario	Niagara District	Rainbow Bridge		DAW706	no		905-354-6754	no	no	no	no	no	<p>**DAW706 12/09/2017 08:26** Current staffing levels consist of 19 BSOs, and 5 BSOs are assigned to Immigration counter. No delay of traffic. No Network performance issues have been identified with GCMS. Superintendents are triaging waiting clients and fast tracking simple cases. Control measures are in place for subjects awaiting examination. Requests for Criminality Checks are being conducted by Secondary BSOs. **BJR000 12/09/2017 17:01** The wait time at Immigration secondary is now under 2 hours. We have resumed accepting flagpole applications, and will so until we reach our operational capacity. Please consider this SRT now closed. **DAW706 12/09/2017 18:00** Current immigration wait times are under 2 hours and are being processed as they arrive. SRT is closed.</p>	No	Presently, the service wait time at the Immigration counter has exceeded 2 hours. There are currently 27 cases waiting to be processed. Current cases include 10 x landings, 11 x work permits and the 9 seeking study permits. Updates to follow.

19/09/2017 08:45	S1007662	1	Southern Ontario	Niagara District	Rainbow Bridge		NXL230	no		905-354-6754	no	no	no	no	no	**NXL230 19/09/2017 08:48** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 12 requests for work permits, 15 landings. All of the cases are facilitative "flagpole" matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **NXL230 19/09/2017 14:49** Immigration wait time is now below 2 hours. This SRT is closed.	No	Immigration Wait Time has exceeded 2 hours
20/09/2017 08:44	S1007688	1	Southern Ontario	Niagara District	Rainbow Bridge		DXW156	no		905-354-6754	no	no	no	no	no	**DXW156 20/09/2017 08:46** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 7 requests for work permits, 12 landings and 3 study permits. All of the cases are facilitative "flagpole" matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **DXW156 20/09/2017 16:41** The Immigration wait time is now under two hours. Processing of "flag pole" clients has resumed.	No	Immigration wait time has exceeded 2 hours.
21/09/2017 08:59	S1007711	1	Southern Ontario	Niagara District	Rainbow Bridge		LXH205	no		905-354-6754	no	no	no	no	no	**LXH205 21/09/2017 09:02** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 13 requests for work permits and 11 landings. All of the cases are facilitative "flagpole" matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **JAD001 21/09/2017 18:49** The immigration wait time at the Rainbow Bridge is below 2hrs at this time. The SEN is closed.	No	Immigration wait time has exceeded 2 hours.
26/09/2017 07:55	S1007798	1	Southern Ontario	Niagara District	Rainbow Bridge		HVM000	no		905-354-6754	no	no	no	no	no	**HVM000 26/09/2017 08:04** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. There are only four immigration trained BSOIs on shift until noon. 3 separate refugee files are starting at the EO stage with an interpreter being arranged. The workload of flagpole cases currently in cue consists of 22 requests for either work permits, landings and study permits. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **BJR000 26/09/2017 19:51** The wait time at the immigration counter is now under 2 hours. We have resumed receiving flagpole applications and will do so while operationally viable. This concludes this SRT.	No	Immigration wait time has exceeded 2 hours
26/09/2017 08:46	S1007800	1	Southern Ontario	Niagara District	Rainbow Bridge		MJB003	no		905-354-6754	no	no	no	no	no	**MJB003 26/09/2017 08:51** nationals arrived via the pedestrian walk and made a refugee claim. Initial indication is that interpreter required. An EO will be assigned at 1000. we currently have 15 flagpole cases. Update to follow **SCF700 26/09/2017 19:53** Upon further examination the claimants appear to be . SRT closed	No	national seeking refugee protection

27/09/2017 07:53	S1007820	1	Southern Ontario	Niagara District	Rainbow Bridge		HVM000	no		905-354-6754	no	no	no	no	no	**HVM000 27/09/2017 08:17** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. There are only five immigration trained BSOs on shift for the day. The workload of flagpole cases currently in queue consists of 28 requests for either work permits, landings or study permits. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **SCF700 27/09/2017 20:26** The wait time for service at the Immigration Counter is less than 2 hours. SRT closed.	No	Immigration wait time has exceeded 2 hours.
28/09/2017 08:11	S1007842	1	Southern Ontario	Niagara District	Rainbow Bridge		SCF700	no		905-354-6754	no	no	no	no	no	**SCF700 28/09/2017 08:19** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue consists of 29 requests for either work permits, landings or study permits. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases.	No	Immigration wait time has exceeded 2 hours.
03/10/2017 08:05	S1007939	1	Southern Ontario	Niagara District	Rainbow Bridge		HVM000	no		905-354-6754	no	no	no	no	no	**HVM000 03/10/2017 08:06** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. There are only five Immigration trained BSOs on shift until noon. 2 separate refugee files () will both be starting at the EO stage with an interpreter to be arranged for one file. The workload of flagpole cases currently in cue consists of 16 requests for either work permits, landings or study permits. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **JAD001 03/10/2017 20:56** The immigration wait time in secondary at the Rainbow Bridge has remained below 2 hrs for over an hour. Processing is continuing as normal, including the accepting of flagpole cases. This SEN is closed.	No	Immigration wait time has exceeded 2 hours
04/10/2017 08:35	S1007965	1	Southern Ontario	Niagara District	Rainbow Bridge		SMS130	no		905-354-6754	no	no	no	no	no	**SMS130 04/10/2017 08:40** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue consists of 30 requests for either work permits, landings or study permits. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **DXW156 04/10/2017 15:02** The Immigration wait time is now below 2 hours. Processing of flag pole clients has resumed.	No	Immigration wait time has exceeded 2 hours

05/10/2017 09:02	S1007995	1	Southern Ontario	Niagara District	Rainbow Bridge		MPC125	no		905-354-6754	no	no	no	no	no	**MPC125 05/10/2017 09:13** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. Currently there are only four immigration trained BSOLs on shift until 1000 hours, at which time reinforcements of two will arrive. Trained two more arriving noon. 1 refugee file no interpreter)will both be starting at the EO stage. The workload of flagpole cases currently in cue consists of 24 requests for either work permits, landings or study permits. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases **MPC125 05/10/2017 18:08** All immigration files have now been dealt with; there is no longer any wait time at the immigration counter This SRT is now closed	No	Immigration wait time has exceeded 2 hours
10/10/2017 08:16	S1008074	1	Southern Ontario	Niagara District	Rainbow Bridge		HVM000	no		905-354-6754	no	no	no	no	no	**HVM000 10/10/2017 08:17** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue consists of approximately 30 requests for either work permits, landings or study permits. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **LXH205 10/10/2017 20:52** The wait time at the immigration counter is now within the service standard. This concludes the SRT.	No	Immigration wait time has exceeded 2 hours.
11/10/2017 08:12	S1008098	1	Southern Ontario	Niagara District	Rainbow Bridge		HVM000	no		905-354-6754	no	no	no	no	no	**HVM000 11/10/2017 08:13** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue consists of approximately 30 requests for either work permits, landings or study permits. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases.	No	Immigration wait time has exceeded 2 hours
12/10/2017 08:30	S1008119	1	Southern Ontario	Niagara District	Rainbow Bridge		MPC125	no		905-354-6754	no	no	no	no	no	**MPC125 12/10/2017 08:34** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. Currently there are only twelve immigration trained BSOLs on shift until 1000 hours, at which time further reinforcements will arrive. One immigration arrest for misrepresentation being processed. The workload of flagpole cases currently in cue consists of 24 requests for either work permits, landings or study permits. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases **BJR000 12/10/2017 10:19** The immigration wait time is now under 2 hours. Rainbow Bridge will now resume processing flagpole applications.	No	Immigration wait time has exceeded 2 hours, as of 0815 hours
17/10/2017 14:50	S1008229	1	Southern Ontario	Niagara District	Rainbow Bridge		SKD319	no		905-354-6754	no	no	no	no	no	**SKD319 17/10/2017 15:00** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue consists of approximately 20 requests for either work permits, landings or study permits. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases.	No	Immigration Wait Time

24/10/2017 08:16	S1008349	1	Southern Ontario	Niagara District	Rainbow Bridge		MJG124	no		905-354-6754	no	no	no	no	no	**MJG124 24/10/2017 08:31** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue consists of approximately 30 requests for either work permits, landings or study permits. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes increase our focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases.	No	Immigration wait time has exceeded 2 hours.
25/10/2017 08:12	S1008368	1	Southern Ontario	Niagara District	Rainbow Bridge		HVM000	no		905-354-6754	no	no	no	no	no	**HVM000 25/10/2017 08:13** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue consists of approximately 30 requests for either work permits, landings or study permits. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **HVM000 25/10/2017 17:58** Immigration wait times are below 2 hours. SRT Closed	No	Immigration wait time has exceeded 2 hours
26/10/2017 09:01	S1008391	1	Southern Ontario	Niagara District	Rainbow Bridge		DXW156	no		905-354-6754	no	no	no	no	no	**DXW156 26/10/2017 09:30** The current workload consists of 18 work permits and 8 landings. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes increase focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **HVM000 26/10/2017 17:49** The immigration wait times are below two hours. SRT Closed	No	The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours.
31/10/2017 09:07	S1008494	1	Southern Ontario	Niagara District	Rainbow Bridge		BJR000	no		905-354-6754	no	no	no	no	no	**BJR000 31/10/2017 09:14** As of 08:00 hours the wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 9 requests for work permits, 13 landings, and 1 Study Permit. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. The immigration wait time is beginning to impact the staffing other areas of the operation at this time, as traffic volumes on the bridge are requiring the maintaining of additional PIL lines and Bus operations. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Traffic volumes are increasing and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **BJR000 31/10/2017 13:33** Wait time at the immigration counter is now under two hours. We have resumed accepting flagpole applications. Please consider this SRT now closed.	No	Immigration Wait Time Exceeding 2 hours
01/11/2017 07:58	S1008510	1	Southern Ontario	Niagara District	Rainbow Bridge		BJR000	no		905-354-6754	no	no	no	no	no	**BJR000 01/11/2017 08:00** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 10 requests for work permits, 15 landings, and 2 No Visa. With the exception of the No Visas, the remainder of these cases are facilitative "flagpole" matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. The immigration wait time is beginning to impact the staffing other areas of the operation at this time, as traffic volumes on the bridge are requiring the maintaining of additional PIL lines and Bus operations. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Traffic volumes are increasing and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **BJR000 01/11/2017 14:06** The immigration wait time is now under 2 hours, and have resumed accepting flagpole applications. Please consider this SRT now closed.	No	Immigration Wait Time Exceeding 2 Hours

02/11/2017 08:49	S1008539	1	Southern Ontario	Niagara District	Rainbow Bridge		HVM000	no		905-354-6754	no	no	no	no	no	**HVM000 02/11/2017 08:53** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload consists of requests for work permits, landings, and study permits. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Traffic volumes are increasing and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases **HVM000 02/11/2017 15:13** Immigration wait time is under 2 hours. SRT closed	No	Immigration wait times has exceeded 2 hours
09/11/2017 08:56	S1008659	1	Southern Ontario	Niagara District	Rainbow Bridge		SXD319	no		905-354-6754	no	no	no	no	no	**SXD319 09/11/2017 09:04** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue consists of approximately 15 requests for either work permits, landings or study permits. We are also processing one Refugee claimant thru the A23/TRIPC stream. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **SXD319 09/11/2017 11:14** This SRT is closed. Flagpoles are being accepted. The Immigration wait time has decreased	No	Immigration Wait Time has exceeded two hours
05/12/2017 12:59	S1009021	1	Southern Ontario	Niagara District	Rainbow Bridge		BJR000	no		905-354-6754	no	no	no	no	no	**BJR000 05/12/2017 13:00** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 10 requests for work permits, 12 landings, 3 VR and 2 Study Permits. All matter are of a [flagpole] mater. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases.	No	Immigration Wait Time Exceeding 2 Hours
07/12/2017 14:44	S1009060	1	Southern Ontario	Niagara District	Rainbow Bridge		LXH205	no		905-354-6754	no	no	no	no	no	**LXH205 07/12/2017 15:09** Client was a flagpole from This SRT is now closed.	No	Refugee Claimant
27/12/2017 13:20	S1009414	1	Southern Ontario	Niagara District	Rainbow Bridge		MJG124	no		905-354-6754	no	no	no	no	no	**MJG124 27/12/2017 13:44** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue consists of approximately 30 requests for either work permits, landings or study permits. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once the Immigration wait time has decreased below two hours. **MJG124 27/12/2017 18:32** The wait time for service at the Immigration Counter at the Rainbow Bridge is now below two hours. This SRT is now closed.	No	Immigration wait time has exceeded two hours.
28/12/2017 17:08	S1009439	1	Southern Ontario	Niagara District	Rainbow Bridge		MPC125	no		905-354-2377	no	no	no	no	no	**MPC125 28/12/2017 17:14** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue consists of approximately 27 requests for either work permits, landings or study permits. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once the Immigration wait time has decreased below two hours.	No	Immigration wait times have exceeded 2 hours

23/01/2018 09:02	S1009899	1	Southern Ontario	Niagara District	Rainbow Bridge	BXE706	no		905-354-6754	no	no	no	no	no	**BXE706 23/01/2018 09:06** Current workload consists of: 12 work permit applications 12 confirmation of permanent resident applications 1 study permit applications Currently there are 5 BSO's scheduled to process the applications while managing all risk clients encountered during normal POE operations. Flagpole applications are now closed at Rainbow Bridge, that decision will be revisited as workloads decrease. Updates to follow BE 14027 **BXE706 23/01/2018 13:22** The wait times are now under 2 hours and flagpole applications are anticipated to resume at approximately 14:00 hours. This SRT is now closed. BE 14027	No	***The current wait to process immigration documents at Rainbow Bridge has exceeded 2 hours***
30/01/2018 08:52	S1010004	1	Southern Ontario	Niagara District	Rainbow Bridge	MYS768	no		905-354-6754	no	no	no	no	no	**MYS768 30/01/2018 08:59** Immigration flagpoles have reached a wait that is exceeding 2 hrs. The current workload consists of 18 landings, 10 work permits and 2 visitor records. SRT will be updated as the situation changes. **MYS768 30/01/2018 10:51** We are accepting flagpoles again. Should this change the SRT will be updated.	No	Immigration flagpole wait time
06/02/2018 08:19	S1010130	1	Southern Ontario	Niagara District	Rainbow Bridge	SCF700	no		905-354-6754	no	no	no	no	no	**SCF700 06/02/2018 08:27** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue consists of 30 requests for work permits and landings. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **SCF700 06/02/2018 10:26** The immigration wait time is now less than 2 hours. SRT closed.	No	The immigration wait time at Rainbow Bridge has exceeded 2 hours
13/02/2018 14:30	S1010218	1	Southern Ontario	Niagara District	Rainbow Bridge	BJR000	no		905-354-6754	no	no	no	no	no	**BJR000 13/02/2018 14:31** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 8 requests for work permits, 14 landings, 2 study permits, and 6 visitor records. All matter are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. Currently we are experiencing no wait time, and PIL will remain the priority. **BJR000 13/02/2018 19:03** The wait time at immigration counter is now under two hours. We have resumed accepting flagpole application, and will do so while operationally able. Please consider this SRT now closed.	No	Immigration Wait
15/02/2018 09:58	S1010254	1	Southern Ontario	Niagara District	Rainbow Bridge	SXD319	no		905-354-6754	no	no	no	no	no	**SXD319 15/02/2018 10:03** The wait time for service at the Immigration counter at Rainbow Bridge has exceeded two hours. All matters are of a flagpole nature. The workload presently consists of 8 work permits, 15 landings and 2 visitor records. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. . **BJM126 15/02/2018 14:13** Wait time at the Immigration counter is now under two hours. We are now accepting flagpole cases.	No	Immigration Wait
06/03/2018 08:58	S1010537	1	Southern Ontario	Niagara District	Rainbow Bridge	LXH205	no		905-354-6754	no	no	no	no	no	**LXH205 06/03/2018 09:09** The wait time for service at the Immigration counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 7 requests for work permits, 15 landings, and one Immigration fraud case. All available Immigration staff is being directed to assist with processing. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes decreased and service for 'flagpole' cases resumes. **LXH205 06/03/2018 10:42** The Immigration wait time is now under 2 hours. Processing of flagpole cases has resumed. The SRT is now closed.	No	Immigration wait time has exceeded 2 hours
13/03/2018 12:15	S1010641	1	Southern Ontario	Niagara District	Rainbow Bridge	LXH205	no		905-354-6754	no	no	no	no	no	**LXH205 13/03/2018 12:21** The wait time for service at the Immigration counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 24 work permits, and 7 landings. Two clients have made a claim for refugee protection and have been assigned an EO. All available Immigration staff is being directed to assist with processing. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes decreased and service for 'flagpole' cases resumes.	No	Immigration wait time has exceeded two hours
20/03/2018 10:47	S1010747	1	Southern Ontario	Niagara District	Rainbow Bridge	SXD319	no		905-354-6754	no	no	no	no	no	**SXD319 20/03/2018 10:52** The wait time at the Immigration counter at Rainbow Bridge has exceeded two hours. All available immigration staff is being directed to assist with processing. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. The SRT will be updated once Immigration volumes decrease and service for 'flagpoles' cases resumes.	No	Immigration Wait time has exceeded two hours

03/04/2018 13:36	S1010955	1	Southern Ontario	Niagara District	Rainbow Bridge	BXE706	no		905-354-6754	no	no	no	no	no	<p>**BXE706 03/04/2018 13:39** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of: *8 request for work permits *4 request for confirmation of permanent residency *5 pre-approved work permits *12 criminality *3 no temporary resident visas *1 case for MD review Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. The Immigration wait time is beginning to impact the staffing other areas of the operation at this time, as traffic volumes on the bridge are requiring the maintaining of additional PIL lines and Bus operations. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Traffic volumes are increasing and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **BXE706 03/04/2018 18:45** There is no longer a wait time for immigration counter and flagpoles are once again open. This SRT is now closed. BE 14027</p>	No	The wait time at the Immigration counter at the Rainbow Bridge has exceeded 2 hours.
19/04/2018 14:41	S1011171	1	Southern Ontario	Niagara District	Rainbow Bridge	BJR000	no		905-354-6754	no	no	no	no	no	<p>**BJR000 19/04/2018 14:41** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 4 requests for work permits, 7 landings, 3 other matters, and 2 separate refugee claimants. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **BJR000 19/04/2018 17:18** The wait time for immigration is now under two hours. We have resumed the processing of flag polling requests. Please consider the SRT now closed.</p>	No	Immigration Wait Time Exceeds Two Hours
24/04/2018 14:15	S1011253	1	Southern Ontario	Niagara District	Rainbow Bridge	JDS002	no		905-354-6754	no	no	no	no	no	<p>**JDS002 24/04/2018 14:17** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 10 requests for work permits, 5 landings, and 1 other matter. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases.</p>	No	Immigration Wait Time Exceeds Two Hours
01/05/2018 09:51	S1011356	1	Southern Ontario	Niagara District	Rainbow Bridge	SXD319	no		905-354-6754	no	no	no	no	no	<p>**SXD319 01/05/2018 10:05** The wait time for service at the Immigration counter at Rainbow Bridge has exceeded two hours. All Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk enforcement cases/matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for flagpole cases. Currently we are experiencing no wait time and PIL will remain the priority **LXH205 01/05/2018 15:07** The wait time at the Immigration counter is now below 2 hours. Flagpoles have resumed. This SRT is closed.</p>	No	Immigration Wait Time exceeds 2 hours
08/05/2018 08:43	S1011472	1	Southern Ontario	Niagara District	Rainbow Bridge	MPC125	no		905-354-6754	no	no	no	no	no	<p>**MPC125 08/05/2018 08:47** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 22 requests for work permits, 3 landings. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **MPC125 08/05/2018 12:25** The wait time at the immigration counter is now under two hours, therefore we have resumed accepting flagpoles. This SRT is now closed</p>	No	Flag Pole Closed

10/05/2018 11:55	S1011511	1	Southern Ontario	Niagara District	Rainbow Bridge		SCF700	no		905-354-6754	no	no	no	no	no	<p>**SCF700 10/05/2018 11:58** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 16 requests for work permits, 8 landings, and 5 other matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **SCF700 10/05/2018 20:10** immigration wait time is now less than 2 hours. SRT is closed.</p>	No	Immigration Wait Time Exceeds Two Hours
15/05/2018 12:58	S1011580	1	Southern Ontario	Niagara District	Rainbow Bridge		MYS768	no		905-354-6754	no	no	no	no	no	<p>**MYS768 15/05/2018 13:09** The immigration wait time has exceeded 4 hours. We currently have 2 BSO's working on 7 refugees (2 cases). 1 BSO is assigned to Immigration enforcement (44 report). There are 13 work permits, 4 landings, 2 visitor records, 2 study permits and 1 other currently waiting. 4 BSOs are assigned to the immigration counter. Updates will follow. **BJR000 15/05/2018 16:25** The immigration wait time is now under two hours. We have resumed accepting flagpole applications. Please consider this SRT now closed.</p>	No	Immigration wait times are exceeding 2 hours
17/05/2018 11:46	S1011624	1	Southern Ontario	Niagara District	Rainbow Bridge		SXD319	no		905-354-6754	no	no	no	no	no	<p>**SXD319 17/05/2018 11:57** The Immigration wait time is in excess of two hours. Flagpoles are no longer being accepted. There are currently 9 Post grad work permits and 5 Landings in queue. Two S44 reports are currently being written. At noon there will be 6 PIL lines open and there will be 5 BSO's scheduled to work the immigration counter. SRT will be updated accordingly</p>	No	Immigration Wait Times exceed 2 hours
22/05/2018 10:08	S1011706	1	Southern Ontario	Niagara District	Rainbow Bridge		BXE706	no		905-354-6754	no	no	no	no	no	<p>**BXE706 22/05/2018 10:10** GCMS is currently not working.</p> <p>Updates to follow. **BXE706 22/05/2018 10:30**</p> <p>This concludes the SRT. BE 14027 **SXM786 22/05/2018 10:48**</p> <p>**SCF700 22/05/2018 10:59** **SCF700 22/05/2018 15:01** SRT closed.</p>	No	
22/05/2018 11:21	S1011708	1	Southern Ontario	Niagara District	Rainbow Bridge		SCF700	no		905-354-6754	no	no	no	no	no	<p>**SCF700 22/05/2018 11:24** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 16 requests for work permits, 7 landings, 1 study permit and 2 other matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. GCMS is currently down and we are unable to process the flagpole cases that are already in queue.</p>	No	Immigration Wait Time Exceeds Two Hours
23/05/2018 09:03	S1011732	1	Southern Ontario	Niagara District	Rainbow Bridge		BXE706	no		905-354-6754	no	no	no	no	no	<p>**BXE706 23/05/2018 09:05** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 16 requests for work permits, 4 landings, 9 allowed to withdraw cases and 2 other matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **BXE706 23/05/2018 10:30**</p> <p>**BXE706 23/05/2018 11:20** **BXE706 23/05/2018 15:29** The wait time is currently under 2 hours. This SRT is now closed. BE 14027 **CJP129 24/05/2018 06:44** Conclusion ¶ On May 24, 2018, the Immigration, Refugees and Citizenship Canada (IRCC) reported at 0541 ET,</p>	No	Wait time at the Immigration counter has exceeded 2 hours

23/05/2018 16:15	S1011742	1	Southern Ontario	Niagara District	Rainbow Bridge		BXE706	no		905-354-6754	no	no	no	no	no	<p>**BXE706 23/05/2018 16:17** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 5 requests for work permits, 9 landings,3 other matters and a refugee claimant. . Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. GCMS is currently operational but is not performing at normal speed so it is slowing processing times. **SCF700 23/05/2018 17:44** The wait time at the immigration counter is now less than 2 hrs. We are now accepting flagpoles. SRT closed.</p>	No	Immigration wait time has exceeded 2 hours
29/05/2018 08:26	S1011837	1	Southern Ontario	Niagara District	Rainbow Bridge		SCF700	no		905-354-6754	no	no	no	no	no	<p>**SCF700 29/05/2018 08:37** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 24 requests for work permits,11 landings and 2 other matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **SCF700 29/05/2018 17:23** The wait time for service at the Immigration Counter is now less than 2 hours. We are now accepting new flagpole applications. SRT closed</p>	No	Immigration Wait Time Exceeds Two Hours
29/05/2018 22:07	S1011854	1	Southern Ontario	Niagara District	Rainbow Bridge		TPF120	no		905-354-6754	no	no	no	no	no	<p>**TPF120 29/05/2018 22:15** The wait time for service at the Immigration Counter at the Rainbow Bridge has now reached two hours. The workload presently consists of 9 requests for work permits, 5 landings, 1 MD review in process and 1 other matter. We currently have no border wait time and 3 BSO assigned to the Immigration counter. One primary line was closed and the BSO was reassigned to assist at the Immigration counter. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will not be updated. Flagpole process will resume in the morning as scheduled. SRT closed.</p>	No	Immigration Wait Time Exceeds Two Hours
31/05/2018 12:16	S1011880	1	Southern Ontario	Niagara District	Rainbow Bridge		MPC125	no		905-354-6754	no	no	no	no	no	<p>**MPC125 31/05/2018 12:26** As of 1200 hours flagpoling has been closed.The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue consists of approximately 24 requests for either work permits, landings or study permits. There is also 1 refugee case (3 family members),1 EO assigned to the case, which appears to be eligible for TRIPC. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **TXP178 31/05/2018 16:55** As of 1630 hours flagpoling has been closed. The wait time for service at the Immigration Counter at the Peace Bridge has exceeded three hours. All immigration terminals are staffed. Processing times have been severely impacted by the GCMS program operating at extremely slow speeds. No border wait time to report with respect to vehicle processing times. **BJR000 31/05/2018 17:15** The wait time at immigration is now under 2 hours. We have resumed accepting flagpole applications. Please consider this SRT now closed.</p>	No	Immigration processing times (flag poling)

31/05/2018 20:10	S1011887	1	Southern Ontario	Niagara District	Rainbow Bridge		TPF120	no		905-354-6754	no	no	no	no	no	**TPF120 31/05/2018 20:18** Presently, the service wait time at the Immigration counter is over 2 hours. There are currently 15 cases waiting to be processed. The clientele is as follows: 6 clients seeking work permits 5 clients seeking post grad work permits 1 clients landing 1 visitor record 2 Immigration secondary Current staffing levels consist of 15 BSOs, and 2 BSOs are assigned to Immigration counter. No Network performance issues have been identified with GCMS. Mitigation Measures: Superintendents are triaging waiting clients and fast tracking simple cases. We have been assigning a Control measures are in place for subjects awaiting examination. Requests for Criminality Checks are being conducted by Secondary BSOs. Chief Scott is the senior officer on site and is monitoring the situation. Impact: Yes Impact Summary: -Large number of clients waits in building. -Officers tasked with ensuring that no clients leave until they have been processed. -Secondary area is filling up with immigration client's vehicles **TPF120 31/05/2018 23:43** Flagpole processing will resume on Tuesday morning as scheduled. SRT closed.	No	Immigration Wait Time Exceeds Two Hours at Rainbow Bridge
05/06/2018 09:06	S1011955	1	Southern Ontario	Niagara District	Rainbow Bridge		TPF120	no		905-354-6754	no	no	no	no	no	**TPF120 05/06/2018 09:10** Presently, the processing wait time at the Immigration counter is now over 2 hours. There are currently 28 cases waiting to be processed. The clientele is as follows: 19 clients seeking post grad work permits 4 clients seeking work permits 4 clients seeking landings 1 Immigration secondary Current staffing levels consist of 18 BSOs, and 6 BSOs are assigned to Immigration counter. Mitigation Measures: Superintendents are triaging waiting clients and fast tracking simple cases. We have been assigning a Control measures are in place for subjects awaiting examination. Requests for Criminality Checks are being conducted by Secondary BSOs. Chief Hall is the senior officer on site and is monitoring the situation. Impact: Yes Impact Summary: -Large number of clients waits in building. -Officers tasked with ensuring that no clients leave until they have been processed. -Secondary area is filling up with immigration client's vehicles **TPF120 05/06/2018 12:13** Current Immigration wait time is now under 2 hours and flagpole processing has now resumed. SRT closed	No	Immigration processing wait time exceeds two hours at Rainbow Bridge
07/06/2018 16:42	S1011994	1	Southern Ontario	Niagara District	Rainbow Bridge		BJR000	no		905-354-6754	no	no	no	no	no	**BJR000 07/06/2018 16:47** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 7 requests for work permits, 5 landings, 1 Study Permit, 9 Refugee Cases and 10 other matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. The immigration wait time is beginning to impact the staffing other areas of the operation at this time, as traffic volumes on the bridge are requiring the maintaining of additional PIL lines and Bus operations. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Traffic volumes are increasing and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases.	No	Immigration Wait Time Exceeds 2 Hours
12/06/2018 08:28	S1012070	1	Southern Ontario	Niagara District	Rainbow Bridge		JEM711	no		905-354-6754	no	no	no	no	no	**JEM711 12/06/2018 08:32** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue consists of approximately 35 requests for either work permits, landings or study permits, and one refugee. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases.	No	Immigration wait time has exceeded 2 hours.

13/06/2018 13:10	S1012096	1	Southern Ontario	Niagara District	Rainbow Bridge	BXE706	no		905-354-6754	no	no	no	no	no	**BXE706 13/06/2018 13:11** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 10 applications for work permits, 5 landings, 1 TRP, 3 applications for pre approved work permits, 1 application for a post grad work permit and 1 criminality case. With the exception of the TRP and the criminality case, the remainder of these cases are facilitative "flagpole" matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. The immigration wait time is beginning to impact the staffing other areas of the operation at this time, as traffic volumes on the bridge are requiring the maintaining of additional PIL lines and Bus operations. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Traffic volumes are increasing and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **BXE706 13/06/2018 20:57** The current wait time is now below 2 hours and flagpole applications are being accepted again. This concludes this SRT. BE 14027	No	The wait time at the Immigration counter has exceeded 2 hours.
14/06/2018 08:04	S1012111	1	Southern Ontario	Niagara District	Rainbow Bridge	JEM711	no		905-354-6754	no	no	no	no	no	**JEM711 14/06/2018 08:07** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue consists of approximately 7 work permits, 5 landings, and 15 post graduate work permits. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **BXE706 14/06/2018 21:17** The wait time has been diminished and flagpole applications are now open again. SRT concluded. BE 14027	No	Immigration wait time has exceeded 2 hours.
19/06/2018 08:06	S1012183	1	Southern Ontario	Niagara District	Rainbow Bridge	MPC125	no		905-354-6754	no	no	no	no	no	**MPC125 19/06/2018 08:12** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 22 requests for work permits, 8 landings and 1 refugees. . Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **MPC125 19/06/2018 10:30** immigration wait times have subsided at the Immigration Counter, Rainbow Bridge has resumed accepting 'flagpole application' **MPC125 19/06/2018 11:54** Once again the wait time for service has exceeded 2 hours a the Rainbow Bridge, flag poles are now closed. The work load presently is as follows: 6 work permits, 4 visitor records, 5 landings, 5 refugees, 1 detention and 4 other non-flag pole related immigration issues. Updates to follow **BXE706 19/06/2018 16:13** The wait time is currently under 2 hours and we are accepting flagpole applications. BE 14027	No	Immigration wait times exceeds two hours at the Rainbow Bridge
26/06/2018 08:41	S1012302	1	Southern Ontario	Niagara District	Rainbow Bridge	DXW156	no		905-354-6754	no	no	no	no	no	**DXW156 26/06/2018 08:45** The wait time at the Immigration counter has exceeded two hours. The current backlog consists of 26 work permits, 4 visitor records and 1 Landing. All of which are flag poles. SRT to be updated when current backlog has been cleared. **DXW156 26/06/2018 14:26** Flagpole backlog has now been cleared and the immigration wait time is now below 2 hours. We have resumed accepting flagpole cases.	No	The wait time at the Immigration Counter has exceeded two hours.
27/06/2018 08:45	S1012319	1	Southern Ontario	Niagara District	Rainbow Bridge	SXT316	no		905-354-6754	no	no	no	no	no	**SXT316 27/06/2018 08:51** The current wait time at the immigration counter is now exceeding two hours. The clients currently waiting for service are those who have "flagpoled" for the purpose of having documents issued. They consist of 10 Landings and 20 Work Permits. Processing of further flagpole cases have been ceased until the clients awaiting service have been processed. Updates will be provided as needed. **SCF700 27/06/2018 13:13** The wait time for service at the immigration counter is now less than 2 hours. We are now accepting flagpole cases.	No	Immigration wait exceeding 2 hours.
28/06/2018 08:52	S1012344	1	Southern Ontario	Niagara District	Rainbow Bridge	DXW156	no		905-354-6754	no	no	no	no	no	**DXW156 28/06/2018 08:55** The Immigration wait time has exceeded 2 hours. The current workload consists of 25 work permits, 2 landings and 1 study permit. All cases are flagpole in nature. SRT to be updated once above backlog has been cleared. **SCF700 28/06/2018 12:28** The wait time is now less than 2 hours. We are now accepting new flagpole cases.	No	Immigration Wait time has exceeded 2 hours
03/07/2018 19:59	S1012440	1	Southern Ontario	Niagara District	Rainbow Bridge	SXD319	no		905-354-6754	no	no	no	no	no	**SXD319 03/07/2018 20:17** Wait times at the Immigration counter have exceeded two hours. Staffing levels have dropped significantly heading into the night shift. Other POE's have been contacted but are unable to provide assistance. Based on cases in queue and staff availability it is anticipated that we will not resume accepting flagpoles until 0800 hrs tomorrow morning. This concludes this SRT. No updates will follow	No	Flagpoles are closed at Rainbow Bridge

04/07/2018 10:06	S1012447	1	Southern Ontario	Niagara District	Rainbow Bridge		LXH205	no		905-354-6754	no	no	no	no	no	**LXH205 04/07/2018 10:12** The wait time for service at the Immigration Counter has exceeded two hours. The workload presently consists of 18 requests for work permits, 6 landings and 1 examination. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated when we are able to resume service for 'flagpole' cases. **TPF120 04/07/2018 21:49** The wait time is now less than 2 hours. We are now accepting new flagpole cases. This concludes this SRT	No	Immigration wait time has exceeded 2 hours
05/07/2018 08:26	S1012461	1	Southern Ontario	Niagara District	Rainbow Bridge		MJG124	no		905-354-6754	no	no	no	no	no	**MJG124 05/07/2018 08:34** Presently, the service wait time at the immigration counter is over 2 hours. There are currently 26 cases waiting to be processed. The clientele is as follows: 4 clients seeking work permits 16 clients seeking post grad work permits 6 clients seeking landings 1 client seeking visitor record 27 Immigration secondary Current staffing levels consist of 15 BSOs, and 4 BSOs are assigned to Immigration counter. No Network performance issues have been identified with GCMS, Mitigation Measures: Superintendents are triaging waiting clients and fast tracking simple cases. Control measures are in place for subjects awaiting examination. Requests for Criminality Checks are being conducted by Secondary BSOs. Chief Scott is the senior officer s on site and is monitoring the situation. Impact: Yes Impact Summary: -Large number of clients waits in building. -Officers tasked with ensuring that no clients leave until they have been processed. -Secondary area is filling up with immigration client's vehicles **MJG124 05/07/2018 11:17** The wait time is now less than 2 hours. We are now accepting new flagpole cases. This concludes this SRT **BJR000 05/07/2018 14:55** Presently the service wait time is greater than two hours. There are currently 22 cases waiting to be processed: Work Permits - 12 Landings - 4 Study Permits - 2 Section 44 Report - 1 Other Matters - 3 Current staffing levels consist of 28 BSO's and 4 assigned to Immigration functions. Mitigation Measures: Superintendents are triaging waiting clients and fast tracking simple cases. Control measures are in place for subjects awaiting examination. Requests for Criminality Checks are being conducted by Secondary BSOs. Chief Scott is the senior officer s on site and is monitoring the situation.	No	Presently, the service wait time at the Immigration counter is over 2 hours.
10/07/2018 08:46	S1012586	1	Southern Ontario	Niagara District	Rainbow Bridge		MJG124	no		905-354-6754	no	no	no	no	no	**MJG124 10/07/2018 08:52** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue consists of approximately 39 requests for either work permits, landings or study permits. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes increase, the focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes decrease and we begin providing service for 'flagpole' cases. **TPF120 10/07/2018 21:15** The wait time is now less than 2 hours. We are now accepting new flagpole cases. This concludes this SRT	No	Immigration wait time has exceeded two hours.
11/07/2018 08:19	S1012604	1	Southern Ontario	Niagara District	Rainbow Bridge		MPC125	no		905-354-6754	no	no	no	no	no	**MPC125 11/07/2018 08:22** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 12 requests for work permits, 8 landings. In addition there is also one refugee case, that appears at this time to be ineligible. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases.	No	Immigration wait times in excess of 2 hours
12/07/2018 08:43	S1012623	1	Southern Ontario	Niagara District	Rainbow Bridge		BJR000	no		905-354-6754	no	no	no	no	no	**BJR000 12/07/2018 08:45** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 15 requests for work permits, 7 landings, 5 Refugee Claimants and 3 other matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Traffic volumes are increasing and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **BJR000 12/07/2018 10:59** The immigration wait time is now under two hours. We have resumed accepting flagpole applications. Please consider this SRT now closed.	No	Immigration Wiat Time Exceeds 2 Hours

17/07/2018 11:35	S1012713	1	Southern Ontario	Niagara District	Rainbow Bridge		BJR000	no		905-354-6754	no	no	no	no	no	**BJR000 17/07/2018 11:50** At this time the wait time at the immigration counter now exceeds two hours. Currently the work consists of 17 Work Permits, 2 Confirmation of Permanent Residence, 1 Study Permit, and 5 other non-flag pole related matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **BJR000 17/07/2018 15:42** Wait times at the Immigration Counter are now under 2 hours. We have resumed accepting flag pole applications. Please consider this SRT now closed.	No	Immigration Wait Time Exceeds 2 Hours
18/07/2018 12:26	S1012735	1	Southern Ontario	Niagara District	Rainbow Bridge		BJR000	no		905-354-6754	no	no	no	no	no	**BJR000 18/07/2018 12:29** At this time the wait time at the immigration counter now exceeds two hours. Currently the work consists of 8 Work Permits, 5 Confirmation of Permanent Residence, 1 Study Permit, 2 Refugee Claimants and 4 other non-flag pole related matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases.	No	Immigration Wait Time Exceeds 2 Hours
19/07/2018 12:26	S1012749	1	Southern Ontario	Niagara District	Rainbow Bridge		BXE706	no		905-354-6754	no	no	no	no	no	**BXE706 19/07/2018 12:27** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 17 requests for work permits, 4 landings, 5 persons without TRV's and 4 name hits. These cases are facilitative "flagpole" matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. The immigration wait time is beginning to impact the staffing other areas of the operation at this time, as traffic volumes on the bridge are requiring the maintaining of additional PIL lines and Bus operations. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Traffic volumes are increasing and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **BXE706 19/07/2018 20:29** Flagpoles have reopened and normal processing has resumed. This concludes the SRT BE 14027	No	Flagpoles are now closed at Rainbow Bridge as the wait time has exceeded 2 hours.
24/07/2018 08:27	S1012823	1	Southern Ontario	Niagara District	Rainbow Bridge		MPC125	no		905-354-6754	no	no	no	no	no	**MPC125 24/07/2018 08:30** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 16 requests for work permits, 4 landings and 3 Study Permits. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **MPC125 24/07/2018 12:26** Flagpoles are once again being accepted, Immigration times have decreased to under 2 hours	No	Immigration Secondary times exceed 2 hours
26/07/2018 08:47	S1012853	1	Southern Ontario	Niagara District	Rainbow Bridge		SRW000	no		905-354-6757	no	no	no	no	no	**SRW000 26/07/2018 08:49** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 12 requests for work permits, 9 landings, and 1 refugee. Current staffing levels consist of 13 BSOs, and 4 accommodated BSOs are assigned to Immigration counter. Mitigation Measures: Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **SRW000 26/07/2018 16:05** There is no longer a wait time at immigration. SRT is now considered closed.	No	Immigration wait time exceeds 2 hours
31/07/2018 12:26	S1012948	1	Southern Ontario	Niagara District	Rainbow Bridge		SXT316	no		905-354-6754	no	no	no	no	no	**SXT316 31/07/2018 12:33** The wait time for processing at the Immigration Counter has exceeded 2hrs. Cases contributing to the wait include: 16 Work Permits 2 Study Permits 10 Landings 2 Name Hits 1 44 report There are currently 3 officers scheduled to the Immigration Counter. All clients looking to "flagpole" have been advised that we are not able to process at this time. When the wait time diminishes, we will reassess our capacity to process those cases. **BXE706 01/08/2018 00:25** The last applications are being processed and the flagpoling has closed for the night. No updates required. Be 14027	No	Immigration wait time has exceeded 2 hours.

14/08/2018 09:11	S1013195	1	Southern Ontario	Niagara District	Rainbow Bridge		SXD319	no		905-354-6754	no	no	no	no	no	**SXD319 14/08/2018 09:12** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 9 work permits, 5 Landings, 2 Visitor records, 2 Study permits, 2 pre-approved documents and a client without a TRV. Additionally, we have 2 people seeking Refugee Protection and an examination of a client with possible serious criminality. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we resume accepting 'flagpole' cases.	No	Flagpoles closed at Rainbow Bridge
15/08/2018 12:34	S1013214	1	Southern Ontario	Niagara District	Rainbow Bridge		MPC125	no		905-354-6754	no	no	no	no	no	**MPC125 15/08/2018 12:45** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 9 requests for work permits, 3 landings, 3study permits, 1 visitor record, 7 refugees and 12 various other immigration cases. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **TPF120 15/08/2018 22:53** The wait immigration wait time is now under two hours. This concludes this SRT	No	Immigration wait times have exceeded 2 hours
21/08/2018 08:18	S1013347	1	Southern Ontario	Niagara District	Rainbow Bridge		SXD319	no		905-354-6754	no	no	no	no	no	**SXD319 21/08/2018 08:22** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 14 work permits and 7 Landings, Additionally, we have 3 people seeking Refugee Protection. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we resume accepting 'flagpole' cases. **SXD319 21/08/2018 11:26** The wait time for service at the Immigration counter at the Rainbow Bridge has now fallen below two hours and we have resumed accepting Flagpoles No further updates to follow. This SRT is concluded	No	Flagpole Processing Closed at Rainbow Bridge
23/08/2018 17:16	S1013388	1	Southern Ontario	Niagara District	Rainbow Bridge		BJR000	no		905-354-6754	no	no	no	no	no	**BJR000 23/08/2018 17:20** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 12 requests for work permits, 6 refugee claimants, 2 persons under IRPA arrest, 2 landings, 2 study permits, 1 visitor record, 2 name hits, and 1 other matter. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once the wait time is under 2 hours. **BXE706 23/08/2018 20:31** The current caseload at the Immigration counter consists of 14 applications. Given the volume of work and the time remaining on shift, flagpoles are not anticipated to re-open today. Flagpoles will resume at 8:00am on Tuesday August 28th. This concludes the SRT BE 14027	No	Immigration Wait Time Exceeds 2 Hours
28/08/2018 08:28	S1013472	1	Southern Ontario	Niagara District	Rainbow Bridge		MPC125	no		905-354-6754	no	no	no	no	no	**MPC125 28/08/2018 08:33** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in cue consists of 20 requests for work permits, 10 landings 3 visitor records. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases **TPF120 28/08/2018 19:50** Immigration wait time is now below 2 hours. Flagpole processing has resumed. SRT closed.	No	Flag Poles Closed

29/08/2018 08:39	S1013486	1	Southern Ontario	Niagara District	Rainbow Bridge		BXE706	no		905-354-6754	no	no	no	no	no	**BXE706 29/08/2018 08:42** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 9 work permit applications, 15 post grad work permit applications, 1 study permit,11 landings, 1 pre-approved work permit, 4 without VISA's and 1 TRP request. With the exception of the TRP, the remainder of these cases are facilitative "flagpole" matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. The immigration wait time is beginning to impact the staffing other areas of the operation at this time, as traffic volumes on the bridge are requiring the maintaining of additional PIL lines and Bus operations. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Traffic volumes are increasing and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **BJR000 29/08/2018 21:17** Immigration wait time is now under 2 hours. We have resumed accepting flagpole applications.	No	Flagpole applications are no longer being accepted at the Rainbow POE
30/08/2018 08:21	S1013506	1	Southern Ontario	Niagara District	Rainbow Bridge		SXP317	no		905-354-6754	no	no	no	no	no	**SXP317 30/08/2018 08:31** Presently, the processing wait time at the Immigration counter is now over 2 hours. There are currently 28 cases waiting to be processed. The clientele is as follows: 15 clients seeking post grad work permits 7 clients seeking landings 1 study permit 3 visitor record 2 refugee claimants Current staffing levels consist of 13 BSOs, and 3 BSOs are assigned to Immigration counter.. Mitigation Measures: Superintendents are triaging waiting clients and fast tracking simple cases. We have been assigning a Control measures are in place for subjects awaiting examination. Requests for Criminality Checks are being conducted by Secondary BSOs. **BXE706 30/08/2018 14:36** The backlog has been cleared and we are again accepting flagpole applications at Rainbow. BE 14027	No	Immigration Wait Time Exceeds Two Hours
30/08/2018 17:19	S1013520	1	Southern Ontario	Niagara District	Rainbow Bridge		BXE706	no		905-354-6754	no	no	no	no	no	**BXE706 30/08/2018 17:24** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 7 landings, 2 work permit applications, 3 post grad work permit applications, 2 Co-op work permit applications, 2 study permit applications, 2 visitor record applications and 1 pre approved permit application. 2 refuges are currently being processed as well as confirmation of departure on a deemed deported person. with the exception of the departure confirmation, the remainder of these cases are facilitative "flagpole" matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. The immigration wait time is beginning to impact the staffing other areas of the operation at this time, as traffic volumes on the bridge are requiring the maintaining of additional PIL lines and Bus operations. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Traffic volumes are increasing and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases.	No	Flagpoles are closed at Rainbow Bridge
04/09/2018 10:25	S1013582	1	Southern Ontario	Niagara District	Rainbow Bridge		BXE706	no		905-354-6754	no	no	no	no	no	**BXE706 04/09/2018 10:26** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of: 6 work permits applications 6 post graduate work permit applications 1 CO-OP work permit application 2 landings Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. The immigration wait time is beginning to impact the staffing other areas of the operation at this time, as traffic volumes on the bridge are requiring the maintaining of additional PIL lines and Bus operations. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. Traffic volumes are increasing and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **BXE706 04/09/2018 12:02** Flagpoles have resumed. SRT closed. BE14027	No	The wait time at the Immigration counter has exceeded 2 hours at Rainbow Bridge
11/09/2018 08:48	S1013684	1	Southern Ontario	Niagara District	Rainbow Bridge		DXW156	no		905-354-6754	no	no	no	no	no	**DXW156 11/09/2018 08:54** The wait time at the Immigration counter has exceeded two hours. The current workload consists of 10 Landings, 23 Work Permits and 1 Study permit. All cases are of Flag Pole in nature. Consequently we have suspended accepting any additional Flag Pole cases. Currently have 6 BSO's stationed at the Immigration counter processing, this may change as traffic develops in other areas of the operation. SRT to be updated when the wait time falls below two hours. **BXE706 11/09/2018 19:40** The wait time at Rainbow is below 2 hours and the accepting of flagpole applications has resumed. SRT closed. BE 14027	No	Immigration wait time has exceeded 2 hours.

12/09/2018 12:21	S1013710	1	Southern Ontario	Niagara District	Rainbow Bridge		SXD319	no		905-354-6754	no	no	no	no	no	**SXD319 12/09/2018 12:29** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 7 work permits and 12 Landings. Additionally, we have 1 person seeking Refugee Protection and non-flagpole cases waiting service. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we resume accepting 'flagpole' cases.	No	Immigration Wait Time has exceeded 2 hours
13/09/2018 08:42	S1013722	1	Southern Ontario	Niagara District	Rainbow Bridge		DXW156	no		905-354-6754	no	no	no	no	no	**DXW156 13/09/2018 08:55** Immigration counter wait time has exceeded 2 hours. The current workload consists of 16 work permits, 3 landings and 2 study permits. Currently there are three BSO's stationed at the Immigration counter actively processing the above. Staffing at the Immigration counter may change as traffic increases in other areas of the operation. SRT will be updated once wait time falls below 2 hours. **DXW156 13/09/2018 11:40** The Immigration wait time is now below 2 hours. We have resumed accepting flagpole clients.	No	Immigration Wait Time has exceeded two hours.
18/09/2018 08:08	S1013811	1	Southern Ontario	Niagara District	Rainbow Bridge		JEM711	no		905-354-6754	no	no	no	no	no	**JEM711 18/09/2018 08:19** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue consists of approximately 30 requests for either work permits, landings or study permits. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases.	No	Immigration wait time has exceeded 2 hours.
19/09/2018 08:50	S1013833	1	Southern Ontario	Niagara District	Rainbow Bridge		SXT316	no		905-354-2377	no	no	no	no	no	**SXT316 19/09/2018 08:51** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The cases currently in queue consists of primarily [flagpole] cases and total; work permits (18), Landings (4), Visitor Records (3) and Name Hits (2). Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes increase, resources will be directed to primary processing as needed. This SRT will be updated once our Immigration volumes are below the two hour threshold and we begin providing service for 'flagpole' cases.	No	Immigration wait time has exceeded two hours.
20/09/2018 08:48	S1013853	1	Southern Ontario	Niagara District	Rainbow Bridge		BJR000	no		905-354-6754	no	no	no	no	no	**BJR000 20/09/2018 08:53** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 19 requests for work permits, and 3 landings. All are flagpole matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **BJR000 20/09/2018 15:24** Wait time at the immigration counter is now under two hours. We have resumed accepting flagpole applications.	No	Immigration Wait Time Exceeds 2 Hours
25/09/2018 08:40	S1013929	1	Southern Ontario	Niagara District	Rainbow Bridge		SXD319	no		905-354-6754	no	no	no	no	no	**SXD319 25/09/2018 09:06** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue consists of either work permits, landings or study permits as well as pre-approved permits. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **SXP317 25/09/2018 23:04** Flagpole will remain closed until tomorrow morning. Current work load: 2 refugee cases 4 immigration matters 1 immigration officer ..	No	flagpole remains closed

26/09/2018 09:28	S1013947	1	Southern Ontario	Niagara District	Rainbow Bridge		SCF700	no		905-354-6754	no	no	no	no	no	**SCF700 26/09/2018 09:31** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue consists of 19 work permits 11 landings, 2 study permits as well as 2 pre-approved permits. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. . This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **MPC125 26/09/2018 13:14** Immigration wait times have now decreased below 2 hours, and therefore flagpoles were reopened at 1310 hours	No	Immigration wait time has exceeded 2 hours
27/09/2018 10:41	S1013981	1	Southern Ontario	Niagara District	Rainbow Bridge		SXT316	no		905-354-6754	no	no	no	no	no	**SXT316 27/09/2018 10:43** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue consists of 18 work permits 12 landings, 4 study permits. In addition, there is currently enforcement ongoing involving serious criminality. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. . This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **SCF700 27/09/2018 18:27** As of 1530 hours, the wait time for service at the Immigration Counter is less than 2 hours. Flagpoles are now being accepted. SRT closed	No	Immigration wait time exceeding 2 hours
02/10/2018 08:03	S1014048	1	Southern Ontario	Niagara District	Rainbow Bridge		BJR000	no		905-354-6754	no	no	no	no	no	**BJR000 02/10/2018 08:04** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 15 requests for work permits, 9 landings, and 1 visitor record. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **BJR000 02/10/2018 10:45** The immigration wait time is now under 2 hours. We have resumed accepting flagpole application. Please consider this SRT now closed.	No	Immigration Wait Time Exceeds 2 Hours
02/10/2018 15:29	S1014056	1	Southern Ontario	Niagara District	Rainbow Bridge		BJR000	no		905-354-6754	no	no	no	no	no	**BJR000 02/10/2018 15:30** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 9 requests for work permits, 4 landings, 2 study permits and 3 visitor record. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases.	No	Immigration Wait Time Exceeds Two Hours
03/10/2018 11:23	S1014065	1	Southern Ontario	Niagara District	Rainbow Bridge		AXW012	no		905-354-6754	no	no	no	no	no	**AXW012 03/10/2018 11:27** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 10 requests for work permits, 11 landings, 2 visitor records and one enforcement case. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases.	No	Immigration wait time exceeds 2 hours

04/10/2018 10:18	S1014081	1	Southern Ontario	Niagara District	Rainbow Bridge	SXT316	no		905-354-6754	no	no	no	no	no	**SXT316 04/10/2018 10:20** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 8 requests for work permits, 4 landings, 2 study permits and one enforcement case. The majority of matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases.	No	Immigration wait time exceeding 2 hours
09/10/2018 08:30	S1014170	1	Southern Ontario	Niagara District	Rainbow Bridge	BJR000	no		905-354-6754	no	no	no	no	no	**BJR000 09/10/2018 08:33** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 17 requests for work permits, and 9 landings. All are flagpole matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **BJR000 09/10/2018 13:07** The wait time at the immigration counter is now under 2 hours. We have resumed accepting flagpole applications. Please consider this SRT now closed.	No	Immigration Wait Time Exceeds 2 Hours
10/10/2018 10:29	S1014188	1	Southern Ontario	Niagara District	Rainbow Bridge	JEM711	no		905-354-6754	no	no	no	no	no	**JEM711 10/10/2018 10:32** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload of flagpole cases currently in queue consists of approximately 30 requests for either work permits, landings or study permits. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases.	No	Immigration Wait Time Exceeds 2 Hours
11/10/2018 08:22	S1014208	1	Southern Ontario	Niagara District	Rainbow Bridge	MLC137	no		905-354-6754	no	no	no	no	no	**MLC137 11/10/2018 08:25** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 15 requests for work permits, 7 landings, and 1 study permit. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **MLC137 11/10/2018 15:05** The Immigration Wait Time at the Rainbow Bridge is under 2 hours. Flagpole processing will now resume. SRT closed.	No	Immigration Wait Time Exceeds Two Hours
16/10/2018 08:30	S1014261	1	Southern Ontario	Niagara District	Rainbow Bridge	AXW012	no		905-354-6754	no	no	no	no	no	**AXW012 16/10/2018 08:31** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 19 requests for work permits, 2 landings, 2 visitor records. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases.	No	Immigration Counter Wait time over two hours
17/10/2018 09:56	S1014281	1	Southern Ontario	Niagara District	Rainbow Bridge	SCF700	no		905-354-6754	no	no	no	no	no	**SCF700 17/10/2018 10:03** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 15 requests for work permits, 8 landings and 5 study permits. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases.	No	Immigration wait time exceeds 2 hours

18/10/2018 12:53	S1014303	1	Southern Ontario	Niagara District	Rainbow Bridge		SXD319	no		905-354-6754	no	no	no	no	no	**SXD319 18/10/2018 12:54** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 12 requests for work permits, 5 landings and 2 additional Immigration cases. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **SXD319 18/10/2018 14:50** The service wait time at the Immigration counter has dropped below 2 hours. Flagpoles have now re-opened This concludes this SRT	No	Immigration Wait Time Exceeds 2 hours
23/10/2018 08:32	S1014387	1	Southern Ontario	Niagara District	Rainbow Bridge		BJR000	no		905-354-6754	no	no	no	no	no	**BJR000 23/10/2018 08:39** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 18 requests for work permits, 5 landings, 1 Refugee. With the exception of the refugee, the remainder of these cases are facilitative "flagpole" matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **SCF700 23/10/2018 14:07** The wait time for service at the Immigration Counter at the Rainbow Bridge is now less than 2 hrs. We are now accepting new flagpoles cases.	No	Immigration Wait Time is over 2 Hours
24/10/2018 08:19	S1014408	1	Southern Ontario	Niagara District	Rainbow Bridge		MLC137	no		905-354-6754	no	no	no	no	no	**MLC137 24/10/2018 08:22** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 19 requests for work permits and 4 landings. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases.	No	Immigration wait time exceeds 2 hours
25/10/2018 08:52	S1014434	1	Southern Ontario	Niagara District	Rainbow Bridge		MPC125	no		905-354-6754	no	no	no	no	no	**MPC125 25/10/2018 09:01** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. = The workload of flagpole cases currently in cue consists of 29 requests for either work permits, landings or study permits. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. As traffic volumes are increase and focus will be directed to our primary mandates of primary and secondary processing. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases	No	Immigration Flag Poles are closed
28/10/2018 09:19	S1014483	1	Southern Ontario	Niagara District	Rainbow Bridge		JEM711	no		905-354-6754	no	no	no	no	no	**JEM711 28/10/2018 09:27** Please be advised that Rainbow Bridge will be conducting Red Gun scenarios at the Pedestrian Walkway from approximately 1000h to 1400h. Pedestrians will be processed pre-Ped by FRT with handheld, or referred to Point officer for processing. Minimal impacts are expected as weather is rainy and cold and there are no flagpoles today. This will provide hands on practice for armed Border Services Officers in dealing with Armed and Dangerous situations, and in situational awareness in their specific work locations. All on site third parties and law enforcement partners have been advised. **JEM711 28/10/2018 13:55** Red gun scenarios are now concluded. This SRT is now closed.	No	** Red Gun Scenarios ** ** Pedestrian Walkway **
30/10/2018 08:34	S1014509	1	Southern Ontario	Niagara District	Rainbow Bridge		SCF700	no		905-354-6754	no	no	no	no	no	**SCF700 30/10/2018 08:36** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 19 requests for work permits and 5 landings. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **TPF120 30/10/2018 11:51** The current Immigration wait time is now under 2 hours. Flagpole is now open.	No	Immigration wait time exceeds 2 hours

06/11/2018 08:46	S1014623	1	Southern Ontario	Niagara District	Rainbow Bridge		SCF700	no		905-354-6754	no	no	no	no	no	**SCF700 06/11/2018 08:57** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 16 requests for work permits, 1 study permit and 9 landings. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **TPF120 06/11/2018 22:45** The wait time for service at the Immigration Counter at the Rainbow Bridge is now less than 2 hrs. We are now accepting new flagpoles cases. SRT closed	No	Immigration wait time exceeds 2 hours
07/11/2018 11:39	S1014642	1	Southern Ontario	Niagara District	Rainbow Bridge		SXD319	no		905-354-6754	no	no	no	no	no	**SXD319 07/11/2018 11:41** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 19 requests for work permits,4 landings and a Visitor Record. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases.	No	Immigration Counter Wait Time Exceeds 2 Hours
13/11/2018 08:23	S1014724	1	Southern Ontario	Niagara District	Rainbow Bridge		AXW012	no		905-354-6754	no	no	no	no	no	**AXW012 13/11/2018 08:27** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 17requests for work permits, 4 landings and 4 refugee cases. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases.	No	Immigration wait time exceeding 2 hours
14/11/2018 08:41	S1014738	1	Southern Ontario	Niagara District	Rainbow Bridge		SXT316	no		905-354-6754	no	no	no	no	no	**SXT316 14/11/2018 08:43** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 13 requests for work permits, 11 landings, 2 study permits and 2 refugee cases. All requests for facilitation documents are of a flagpole nature. Immigration cases are being dealt with using a triage system to identify high risk cases and enforcement matters. These cases will take priority while continuing to process the facilitation stream as appropriate. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases.	No	Two hour wait time at the Immigration counter.
20/11/2018 09:59	S1014828	1	Southern Ontario	Niagara District	Rainbow Bridge		BJR000	no		905-354-6754	no	no	no	no	no	**BJR000 20/11/2018 10:00** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 14 requests for work permits, 2 landings, 2 study permits, and 3 no visa. With the exception of the no visa cases, the remainder of these are facilitative "flagpole" matters. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases.	No	Immigration Wait Time Exceeds Two Hours
22/11/2018 10:08	S1014873	1	Southern Ontario	Niagara District	Rainbow Bridge		SCF700	no		905-354-6754	no	no	no	no	no	**SCF700 22/11/2018 10:12** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 13 requests for work permits, 1 study permit and 13 landings. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases.	No	Immigration wait time exceeds 2 hours

28/11/2018 12:16	S1014973	1	Southern Ontario	Niagara District	Rainbow Bridge		SCF700	no		905-354-6754	no	no	no	no	no	**SCF700 28/11/2018 12:21** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 14 requests for work permits and 11 landings. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases.	No	Immigration wait time exceeds 2 hours
04/12/2018 10:27	S1015075	1	Southern Ontario	Niagara District	Rainbow Bridge		CJP701	no		905-354-6754	no	no	no	no	no	**CJP701 04/12/2018 10:29** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 13 requests for work permits, 3 landings, 2 pre-approved study permits and 1 entry for further examination for court. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **CJP701 04/12/2018 14:49** Immigration wait has been reduced. Accepting flagpoles. **CJP701 04/12/2018 15:57** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 9 requests for work permits, 4 landings, 2 pre-approved study permits and 4 in-eligible refugees from Honduras. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases.	No	Immigration wait time exceeding 2 hours.
05/12/2018 08:38	S1015100	1	Southern Ontario	Niagara District	Rainbow Bridge		AXW012	no		905-354-6754	no	no	no	no	no	**AXW012 05/12/2018 08:45** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 9 requests for work permits, 1 landing and 4 study permits. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **TPF120 05/12/2018 12:53** Immigration wait times is now under 2 hours. We are currently accepting flagpoles. SRT closed	No	Immigration wait time exceeds two hours
13/12/2018 16:16	S1015177	1	Southern Ontario	Niagara District	Rainbow Bridge		SXT316	no		905-354-6754	no	no	no	no	no	**SXT316 13/12/2018 16:20** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 4 requests for work permits, 2 landing and 3 study permits. All matters are of a flagpole nature. In addition there are currently 9 refugee cases being processed. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases looking to "flagpole" will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are decrease below the 2 hour threshold.	No	Immigration Wait time exceeding 2 hours.
18/12/2018 11:17	S1015234	1	Southern Ontario	Niagara District	Rainbow Bridge		TPF120	no		905-354-6754	no	no	no	no	no	**TPF120 18/12/2018 11:22** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 18 requests for work permits, 8 landings, 2 study permits, 1 Immigration secondary and 2 44 reports underway for serious criminality. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **TPF120 18/12/2018 13:22** Immigration wait times is now under 2 hours. We are currently accepting flagpoles. SRT closed	No	Immigration wait time exceeding 2 hours

19/12/2018 09:34	S1015247	1	Southern Ontario	Niagara District	Rainbow Bridge	SXT316	no		095-354-6754	no	no	no	no	no	**SXT316 19/12/2018 09:36** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 14 requests for work permits, 6 landings and 4 study permits. All cases are currently [flagpoles.] Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases.	No	Immigration Wait time exceeding 2 hour.
27/12/2018 08:18	S1015363	1	Southern Ontario	Niagara District	Rainbow Bridge	MLC137	no		905-354-6754	no	no	no	no	no	**MLC137 27/12/2018 08:21** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 6 requests for work permits and 12 landings. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. 2 refugee cases are also being processed. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases.	No	Immigration Wait Time Exceeds 2 Hours
02/01/2019 13:38	S1015434	1	Southern Ontario	Niagara District	Rainbow Bridge	AXW012	no		905-354-6754	no	no	no	no	no	**AXW012 02/01/2019 13:44** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 9 requests for work permits, 8 landings, and 1 other. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases.	No	Immigration Wait Time Exceeds 2 Hours
03/01/2019 09:20	S1015439	1	Southern Ontario	Niagara District	Rainbow Bridge	SXD319	no		905-354-6754	no	no	no	no	no	**SXD319 03/01/2019 09:29** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 11 requests for work permits, 2 Visitor Records, 1 study permit and 12 landings. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases.	No	Immigration Service Time exceeds two hours
08/01/2019 13:24	S1015489	1	Southern Ontario	Niagara District	Rainbow Bridge	TPF120	no		905-354-6754	no	no	no	no	no	**TPF120 08/01/2019 13:28** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 8 requests for work permits, 1 landings, 1 study permits, 1 request for visitor record and 1 Immigration secondary. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **MXS873 08/01/2019 16:05** Immigration wait times are no longer over 2 hours. Flagpoles are now open. SRT is now closed.	No	Immigration Service Time exceeds two hours at Rainbow Bridge
09/01/2019 08:37	S1015501	1	Southern Ontario	Niagara District	Rainbow Bridge	SXD319	no		905-354-6754	no	no	no	no	no	**SXD319 09/01/2019 08:41** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 16 Work Permits, 1 COPR, 2 Study Permits and 2 Visitor Records. All matters are of a flagpole nature. There is also an Immigration Enforcement examination in progress. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **SXD319 09/01/2019 14:40** Immigration Wait Times have fallen below 2 hours Flagpole processing has resumed SRT is now closed. No further updates	No	Immigration Wait Time Exceeds 2 Hours

10/01/2019 08:53	S1015517	1	Southern Ontario	Niagara District	Rainbow Bridge	SXD319	no		905-354-6754	no	no	no	no	no	**SXD319 10/01/2019 08:54** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 16 Work Permits and 1 COPR. All matters are of a flagpole nature. . Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **SXD319 10/01/2019 17:30** Flagpole Processing resumed at 1600 hrs when the Immigration Wait Time fell below 2 hours No further updates, SRT closed	No	Immigration Wait Time Exceeds 2 Hours
15/01/2019 08:14	S1015570	1	Southern Ontario	Niagara District	Rainbow Bridge	MLC137	no		905-354-6754	no	no	no	no	no	**MLC137 15/01/2019 08:17** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 19 requests for work permits, 4 landings, and 1 student permit record. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases.	No	Immigration Wait Time is over 2 Hours
17/01/2019 08:23	S1015602	1	Southern Ontario	Niagara District	Rainbow Bridge	MPC125	no		905-354-6548	no	no	no	no	no	**MPC125 17/01/2019 08:26** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 13 requests for work permits, 4 landings and 4 visitor records. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **MPC125 17/01/2019 11:02** Flagpoles are now under 2 hour wait time; as of 1100 hours flagpoles are reopen at the Rainbow Bridge	No	Flag Poles Closed
17/01/2019 15:39	S1015609	1	Southern Ontario	Niagara District	Rainbow Bridge	AXW012	no		905-354-6754	no	no	no	no	no	**AXW012 17/01/2019 15:42** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 9 requests for work permits, 1 landings, 1 visitor records and 1 study permit. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **TPF120 17/01/2019 20:46** Immigration weight time is now under two hours, and the processing of flagpole clients has resumed. This closes the SRT.	No	Immigration wait time exceeds 2 hours
22/01/2019 08:20	S1015678	1	Southern Ontario	Niagara District	Rainbow Bridge	WPH000	no		905-354-6754	no	no	no	no	no	**WPH000 22/01/2019 08:21** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 17 requests for work permits, 3 landings, and 1 study permit. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **TPF120 22/01/2019 14:05** Immigration weight time is now under two hours, and the processing of flagpole clients has resumed. This closes the SRT.	No	Immigration wait time has exceeded two hours at Rainbow Bridge.
22/01/2019 15:27	S1015693	1	Southern Ontario	Niagara District	Rainbow Bridge	TPF120	no		905-354-6754	no	no	no	no	no	**TPF120 22/01/2019 15:28** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 10 requests for work permits, 1 landings, and 4 Immigration secondary exams. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases.	No	Immigration Wait Time Exceeds Two Hours at Rainbow Bridge

23/01/2019 12:05	S1015703	1	Southern Ontario	Niagara District	Rainbow Bridge		TPF120	no		905-354-6754	no	no	no	no	no	<p> **TPF120 23/01/2019 12:10** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 8 requests for work permits, 1 landings, 1 study permits, and 2 refugees underway. We currently have limited resources available to process the facilitation documents. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **TPF120 23/01/2019 14:22** Immigration weight time is now under two hours, and the processing of flagpole clients has resumed. This closes the SRT. </p>	No	Immigration Service Time exceeds two hours
24/01/2019 11:42	S1015719	1	Southern Ontario	Niagara District	Rainbow Bridge		AXW012	no		905-354-6754	no	no	no	no	no	<p> **AXW012 24/01/2019 11:44** The wait time for service at the Immigration Counter at the Rainbow Bridge has exceeded two hours. The workload presently consists of 11 requests for work permits and 6 landings. All matters are of a flagpole nature. Immigration cases are being dealt with using a risk-based triage system with attention being paid to high risk cases/enforcement matters, while continuing to process the facilitation stream. Management is actively engaged in monitoring the wait time, counselling clients, and assigning priority to cases. We will process all clients who are in our queue, but new cases that arrive will be deferred and allowed to proceed on their current status where applicable. Clients are being counselled to apply online through IRCC for processing of facilitative documentation. This SRT will be updated once our Immigration volumes are decreased and we begin providing service for 'flagpole' cases. **BJR000 24/01/2019 16:12** Immigration wait time is now under 2 hours. We have resumed accepting flagpole applications. Please consider this SRT now closed. </p>	No	Immigration wait time exceeds 2 hours